Science Technology and Research Incidents Report

6/1/2010 to **7/1/2010** as of **7/1/2010**

Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - FCR Met

				Low	Total
Metro A Desktop Support	**Application**	**None**	**None**	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	Total			1 1	1 1
Total				1 1	1 1

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

				Low	Total
Metro A Desktop Support	**Application**	**None**	**None**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Total				1 0	1 0

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

				Top Number - Total Incidents Bottom Number -Average time in hours	
				Low	**Total**
Metro A Desktop Support	**Application**	**None**	**None**	1 0.02	1 0.02
			Total	1 0.02	1 0.02
		Total		1 0.02	1 0.02
	Total			1 0.02	1 0.02
Total				1 0.02	1 0.02

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	**Total**
Metro A Desktop Support	**Application**	**None**	**None**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Total				1 0	1 0

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

				Low	Total
Metro A Desktop Support	**Application**	**None**	**None**	1 0.03	1 0.03
			Total	1 0.03	1 0.03
		Total		1 0.03	1 0.03
	Total			1 0.03	1 0.03
Total				1 0.03	1 0.03

Application

INC000000141210	Application	None		None		TIR Missed:	No	TIR:	0.02
Metro A Desktop Support		Science Technology and	Low		Closed	TTR Missed:	No	TTR:	0.03